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Exhibit 300: Capital Asset Summary

Part I: Summary Information And Justification (All Capital Assets)

Section A: Overview & Summary Information

Date Investment First Submitted: 2009-06-30
Date of Last Change to Activities: 2012-08-28
Investment Auto Submission Date: 2012-02-29
Date of Last Investment Detail Update: 2012-02-29
Date of Last Exhibit 300A Update: 2012-02-29
Date of Last Revision: 2012-08-28

Agency: 016 - Social Security Administration   **Bureau:** 00 - Agency-Wide Activity

Investment Part Code: 01

Investment Category: 00 - Agency Investments

1. Name of this Investment: Online Claims

2. Unique Investment Identifier (UII): 016-000002146

Section B: Investment Detail

1. **Provide a brief summary of the investment, including a brief description of the related benefit to the mission delivery and management support areas, and the primary beneficiary(ies) of the investment. Include an explanation of any dependencies between this investment and other investments.**

    The Social Security Administration (SSA) Online Claims initiative is a new major investment for Budget Year 2013. This initiative focuses on enhancements to SSA services offered to citizens on the Internet, and encompasses portions of the work formerly conducted under the Ready Retirement and Intelligent Disability (IDIB) legacy systems. This initiative offers several mission-essential benefits, including improving the efficiency and timeliness of claims processing in preparation for the 80 million baby boomers approaching retirement over the next 20 years. The scope of the Online Claims initiative encompasses pre-claims, initial claims, and appeals, and will consist of three primary components: public education, simplified enrollment and streamlined adjudication. The public education component offers new tools to encourage the public to consider their savings, other income, life expectancy, and health insurance needs in deciding when to apply for benefits. The simplified enrollment component involves streamlining policies across the agency's programs, including retirement and disability. This can be accomplished, for example, by streamlining the collection of information from the public by only asking questions pertinent to an applicant's personal situation based on information in our files. Streamlined adjudication improves efficiency by automating some functions in the application process.   In December 2007, SSA released iAppeals to allow the public to appeal denied disability benefit applications on the Internet.   In December 2008, SSA released iClaim, an enhanced internet-based claims filing application

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that simplified the existing online claim application for retirement, disability, and spousal benefits. iClaim decreased the public burden from an estimated 45 minutes to 15 minutes per retirement application, and has led to online filing rates of over 40% of all retirement claims filed.   In FY10, we enhanced iClaim to allow the public to apply for Medicare benefits. Over the next ten years, we expect an increase in online filing rates and decrease in time commitment to provide significant cost savings for the agency and improved customer service and satisfaction.   The Online Claims initiative will expand online access for the public, and we expect to maintain the agency's high ratings, as measured by the American Customer Satisfaction Index (ACSI). The agency frequently has the top three rated government online services.

2. **How does this investment close in part or in whole any identified performance gap in support of the mission delivery and management support areas? Include an assessment of the program impact if this investment isn't fully funded.**

The Online Claims initiative directly supports SSA's mission and published Agency Strategic Plan (ASP) goals of Improving SSA's Retiree and Other Core Services and Improving the Speed and Quality of our Disability Process. This transformational initiative establishes the foundation for future SSA Internet applications, including Disability, Survivors, and Supplemental Security Income. Enhancements to the agency's online services will support the nearly 80 million baby boomers that will file for retirement over the next 20 years, and the increasing disability workload associated with an aging population. The agency has plans to continue to improve the online claims application process, including further streamlining and expanding services for the growing Spanish-speaking population.   Activities conducted under the Online Claims initiative also support the Agency Strategic Goal of Preserving the Public's Trust in SSA's Programs. These activities have earned the public's trust by enabling the public to conduct a wide variety of business with SSA securely over the Internet in the privacy of their home at a time that is convenient for them. Additionally, in increasing numbers, the public expects to be able to conduct business online. The enhancement of our online services will enable the agency to meet the continually increasing demand from the public for online services. If the Online Claims initiative is not fully funded, the agency risks not meeting its goals of Improving Retiree and Other Core Services and Improving the Speed and Quality of our Disability Process. The efforts planned under this initiative address critical needs for both the agency and our customers and are vital to improving and expanding use of online services. Failing to fund this initiative will jeopardize the agency's ability to meet established goals for online services and result in an inability to support growing workloads. Without these enhancements, the agency will not achieve the organizational efficiencies or customer service goals associated with moving services online. The agency will also be at risk for significant increases to the backlog and workload in field offices, especially in light of the agency's decreasing staffing. It is not feasible that SSA could hire the number of field office personnel that would be required to serve the baby boomer population if we do not continue to expand online services.

3. **Provide a list of this investment's accomplishments in the prior year (PY), including projects or useful components/project segments completed, new functionality added, or operational efficiency achieved.**

The Online Claims initiative is new for FY12; however, we implemented related activities in FY11 under the Ready Retirement initiative. SSA successfully implemented iAppointment in

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November 2010. This application allows users who are unable to use iClaim to make an appointment with their servicing field office via the Internet. Also in November 2010, we implemented Ready Retirement   iClaim Deferred Requirements & Other Enhancements 3.1. In December 2010, we implemented a Spanish language version of the highly rated Retirement Estimator.   In March 2011, we modified iClaim to allow users, who completed an online application, to cancel a previously scheduled appointment with SSA, and an iClaim maintenance release was successfully implemented in June 2011. Additionally, FY11 included efforts devoted to planning and development of a Spanish language version of iClaim.

4. **Provide a list of planned accomplishments for current year (CY) and budget year (BY).**

 SSA plans to implement the Spanish i1020 in FY12, allowing both English and Spanish speaking citizens to apply for Medicare Part D online. The Spanish iClaim project is planned for implementation in the first part of FY12, and will expand online access to SSA's online disability, retirement, spousal, and Medicare applications to people who prefer to conduct business with SSA in Spanish. Between FY12 and FY13, iClaim will be integrated with the Internet Adult Disability Report (i3368), eliminating the need for SSA personnel to follow-up with a request for key medical information necessary to adjudicate the claim. In this same timeframe, we will eliminate the last remaining paper artifact in the electronic folder and implement the electronic Authorization to Release Medical Information.   Additionally, the Online Claims initiative includes plans to implement iClaim/Client Enhancements to improve productivity by eliminating redundant keying and leveraging data across SSA systems. Between FY12 and FY13, improvements to iAppeals will enhance the user experience by streamlining entry into the system, providing helpful information such as a checklist and a video, and introducing more clear and concise language. Another effort will make the input of disability and medical information easier and provide users with the ability to upload supporting files directly to the iAppeals system.   Additionally, many disability applications are submitted by third-party appointed representatives. During FY12 and FY13, enhancements to internal SSA systems will provide for more efficient access to information associated with represented cases, streamlining internal processing. Specifically, the Appointed Representative - new Appointed Representative Database (ARDB) Query will provide agency employees to directly query additional data stored on the ARDB. The Online Claims initiative will continue to develop and enhance the agency's E-Government and eServices architecture over the next several years, which will allow applications to meet usability and 508 compliance requirements much faster. In addition, more and more applications will have standard user interfaces allowing customers to more efficiently conduct business with SSA.

5. **Provide the date of the Charter establishing the required Integrated Program Team (IPT) for this investment. An IPT must always include, but is not limited to: a qualified fully-dedicated IT program manager, a contract specialist, an information technology specialist, a security specialist and a business process owner before OMB will approve this program investment budget. IT Program Manager, Business Process Owner and Contract Specialist must be Government Employees.**

2011-09-14

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Section C: Summary of Funding (Budget Authority for Capital Assets)

1.

Table I.C.1 Summary of Funding				
	PY-1 & Prior	**PY 2011**	**CY 2012**	**BY 2013**
Planning Costs:	$0.0	$0.0	$0.0	$0.0
DME (Excluding Planning) Costs:	$0.0	$2.9	$0.6	$1.9
DME (Including Planning) Govt. FTEs:	$0.0	$0.1	$13.3	$11.1
Sub-Total DME (Including Govt. FTE):	0	$3.0	$13.9	$13.0
O & M Costs:	$0.0	$0.3	$0.1	$0.8
O & M Govt. FTEs:	$0.0	$0.0	$1.8	$4.7
Sub-Total O & M Costs (Including Govt. FTE):	0	$0.3	$1.9	$5.5
Total Cost (Including Govt. FTE):	0	$3.3	$15.8	$18.5
Total Govt. FTE costs:	0	$0.1	$15.1	$15.8
# of FTE rep by costs:	0	1	118	119

Total change from prior year final President's Budget ($)		$3.4	$15.8	
Total change from prior year final President's Budget (%)		0.00%	0.00%	

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2. If the funding levels have changed from the FY 2012 President's Budget request for PY or CY, briefly explain those changes:

Online Claims is a new major investment for the BY2013 submission. Costs for FY11 primarily reflect activities that took place under the prior Ready Retirement investment.

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Section D: Acquisition/Contract Strategy (All Capital Assets)

Table I.D.1 Contracts and Acquisition Strategy											
Contract Type	EVM Required	Contracting Agency ID	Procurement Instrument Identifier (PIID)	Indefinite Delivery Vehicle (IDV) Reference ID	IDV Agency ID	Solicitation ID	Ultimate Contract Value ($M)	Type	PBSA ?	Effective Date	Actual or Expected End Date
Awarded	2800	SS001060082									
Awarded	2800	SS001060107									
Awarded	2800	SS001060108									

2. If earned value is not required or will not be a contract requirement for any of the contracts or task orders above, explain why:

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Exhibit 300B: Performance Measurement Report

Section A: General Information

Date of Last Change to Activities: 2012-08-28

Section B: Project Execution Data

		Table II.B.1 Projects			
Project ID	**Project Name**	**Project Description**	**Project Start Date**	**Project Completion Date**	**Project Lifecycle Cost ($M)**
OLC0101	iClaim	Provide the public with the ability to apply for Social Security Benefits via the Internet.			
OLC0102	Appointed Representative	Integrated suite of Internet and Intranet services to document Representative appointments and provide online services to those representative to file appeals and update registration information.			
OLC0103	iAppeals	Online application for filing an appeal and beginning the appeal's process.			
OLC0104	iClaim Maintenance	Enhancements and upgrades to the existing iClaim application.			
OLC0105	Retirement Estimator Maintenance	Maintenance activities for the interactive retirements benefit calculator on the Internet that uses the person's actual earnings history to estimate benefits.			
OLC0106	ERE Maintenance	To ensure the integrity and level of service the Electronic Records Express application and Web Service currently provide in the production environment. This			

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Table II.B.1 Projects

Project ID	Project Name	Project Description	Project Start Date	Project Completion Date	Project Lifecycle Cost ($M)
		includes addressing emergency releases, defect resolutions, and other customer service requests.			
OLC0107	Appointed Representative Maintenance	Maintenance activities for the Appointed Representative Suite of Services online applications.			
OLC0108	Internet Disability Reports (IDR) Maintenance	Maintenance activities for the Internet Disability Reports.			
OLC0109	Management Support	Management and overhead workyears are based on the total number of FTEs and Contractors allocated to this program for project-related work.			
OLC0110	Non-DCS Support	GS-2210 IT Specialists supporting major IT initiatives that work in various Agency-level Offices outside the Office of Systems.			

Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities ($M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance ($M)	Cost Variance (%)	Total Planned Cost ($M)	Count of Activities
OLC0101	iClaim							
OLC0102	Appointed Representative							
OLC0103	iAppeals							
OLC0104	iClaim Maintenance							
OLC0105	Retirement Estimator Maintenance							
OLC0106	ERE Maintenance							
OLC0107	Appointed Representative Maintenance							

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Activity Summary

Roll-up of Information Provided in Lowest Level Child Activities

Project ID	Name	Total Cost of Project Activities ($M)	End Point Schedule Variance (in days)	End Point Schedule Variance (%)	Cost Variance ($M)	Cost Variance (%)	Total Planned Cost ($M)	Count of Activities
OLC0108	Internet Disability Reports (IDR) Maintenance							
OLC0109	Management Support							
OLC0110	Non-DCS Support							

Key Deliverables

Project Name	Activity Name	Description	Planned Completion Date	Projected Completion Date	Actual Completion Date	Duration (in days)	Schedule Variance (in days)	Schedule Variance (%)
NONE								

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Section C: Operational Data

Table II.C.1 Performance Metrics								
Metric Description	Unit of Measure	FEA Performance Measurement Category Mapping	Measurement Condition	Baseline	Target for PY	Actual for PY	Target for CY	Reporting Frequency
Maintain the percent of people rating our services as "excellent," "very good," or "good"	Percent	Customer Results - Customer Benefit	Over target	78.200000	83.500000	81.400000	83.500000	Semi-Annual
Achieve the target percentage of initial disability claims filed online	Percent	Process and Activities - Productivity	Over target	27.000000	34.000000	36.600000	38.000000	Semi-Annual
Achieve the target percentage of retirement claims filed online	Percent	Process and Activities - Productivity	Over target	37.000000	44.000000	39.700000	50.000000	Semi-Annual
Availability of Internet Applications	Percent	Technology - Reliability and Availability	Over target	99.000000	99.000000	99.896900	99.000000	Monthly
User satisfaction with the iClaim application	ACSI Score	Customer Results - Customer Benefit	Over target	90.000000	84.300000	91.000000	84.300000	Semi-Annual